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March 2000 **Proceedings of the 2000 ACM symposium on Applied computing - Volume 2 SAC '00**

**Publisher:** ACM Press

Full text available: [pdf\(396.09 KB\)](#) Additional Information: [full citation](#), [references](#), [index terms](#)

**Keywords:** World Wide Web, assurance, customer, e-commerce, implementation, seller, verifier

5 The development of ontology driven multi-agent systems: a case study in the financial services domain



Anjalee Sujanani, Pradeep Ray, N. Paramesh, Ramprasad Bhar

March 2005 **Proceedings of the IEEE IEEE05 international workshop on Business services networks BSN '05**

**Publisher:** IEEE Press

Full text available: [pdf\(345.37 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#)

This paper details the processes undertaken to create an application utilising ontologies, for financial domain end-users. It describes our approach and experiences in developing an ontology-based tool that facilitates user and agent interaction within the domain of financial services. To date, agent models have predominantly been developed to analyse financial markets. Most of the agents in these models have their knowledge specified through low level programming. We propose an alternative appr ...

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### 1 [Workshop papers: An approach to model the return on investment of organization-wide improvement projects using the concept of external effects](#)



Patrick Keil, Marco Kuhrmann

 May 2006 **Proceedings of the 2006 international workshop on Economics driven software engineering research EDSER '06**

Publisher: ACM Press

 Full text available: pdf(136.55 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Return on Investment in the software world is affected by many aspects addressing different targets. Currently it seems that no appropriate method to catch all relevant aspects of investments that affect not a single project's success, but the capabilities and potentialities of the organization that delivers software in different projects is available. In this paper, we present an approach to model interrelations between the different effects of such investments. It is based on the definition of ...

**Keywords:** external effects, process improvement

### 2 [Cost considerations for time sharing services: A strategy for the procurement of instructional time-sharing services](#)



Richard T. Close, Robert L. DeMichiell

 September 1979 **Proceedings of the 7th annual ACM SIGUCCS conference on User services SIGUCCS '79**

Publisher: ACM Press

 Full text available: pdf(406.68 KB) Additional Information: [full citation](#), [abstract](#), [references](#)

A fully competitive procurement of time-sharing services requires considerable effort from quite a few experienced people. Although the normal measures employed in the evaluation of proposals, such as benchmarking and simulation, are known to be deficient, it is possible to use a combination of techniques to obtain satisfactory results. The development of the Request for Proposal (RFP) to include the plan for evaluation is crucial to the procurement effort. In this regard the RFP is continually ...

### 3 [EPER ethics](#)



Carol J. Orwant

 November 1994 **Proceedings of the conference on Ethics in the computer age**

Publisher: ACM Press

 Full text available: pdf(451.49 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Intelligent agents are personified as epers, electronic personas. Epers can take on various roles as business representatives, financial agents, game players, teachers or civil servants. The ethical deployment of epers requires that they be accountable to their originators, who, in turn, are responsible to the cyberspace communities in which they are involved. Epers must maintain integrity of information, carry out tasks as directed and report accurately on task s ...

**Keywords:** accountability, agents, anonymity, epers, ethics, privacy, rights

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### 1 A model of OASIS role-based access control and its support for active security



Jean Bacon, Ken Moody, Walt Yao

 November 2002 **ACM Transactions on Information and System Security (TISSEC)**,

Volume 5 Issue 4

Publisher: ACM Press

Full text available: pdf(352.06 KB)

 Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

OASIS is a role-based access control architecture for achieving secure interoperation of services in an open, distributed environment. The aim of OASIS is to allow autonomous management domains to specify their own access control policies and to interoperate subject to service level agreements (SLAs). Services define roles and implement formally specified policy to control role activation and service use; users must present the required credentials, in an appropriate context, in order to activate ...

**Keywords:** Certificates, OASIS, RBAC, distributed systems, policy, role-based access control, service-level agreements

### 2 General applications: Healthcare I: a discrete-event simulation application for clinics serving the poor

Christos Alexopoulos, David Goldsman, John Fontanesi, Mark Sawyer, Michelle De Guire, David Kopald, Kathy Holcomb

 December 2001 **Proceedings of the 33rd conference on Winter simulation WSC '01**

Publisher: IEEE Computer Society

Full text available: pdf(162.44 KB)

 Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Healthcare management operates in an environment of aggressive pricing, tough competition, and rapidly changing guidelines. Computer simulation models are increasingly used by large healthcare institutions to meet these challenges. However, small healthcare facilities serving the poor are equally in need of meeting these challenges but lack the finances and personnel required to develop and implement their own simulation solutions. An academic medical center, healthcare facilities that serve the ...

### 3 Helping students help: empowering and motivating student workers



Court Sansom

 October 2000 **Proceedings of the 28th annual ACM SIGUCCS conference on User services: Building the future SIGUCCS '00**

**Publisher:** ACM Press

Full text available:  [pdf\(120.94 KB\)](#) Additional Information: [full citation](#), [index terms](#)

**Keywords:** empowering, help desk, leadership, management, performance, service, student workers, training

4 Getting students off on the right foot: one step toward building the future at ISU



Linda J. Hutchison, Jay Hardcastle, Bonnie Whalen

October 2000 **Proceedings of the 28th annual ACM SIGUCCS conference on User services: Building the future SIGUCCS '00**

**Publisher:** ACM Press

Full text available:  [pdf\(206.40 KB\)](#) Additional Information: [full citation](#), [references](#), [index terms](#)

**Keywords:** 24x7 support, RESnet, customer service techniques, help desk, student computing



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